King County
Information Technology Governance Policies & Standards

Policy Title	Document Code No.
Enterprise Personal Computer and Laptop Standard	
Chief Information Officer Approval / Date	Effective Date. March 29, 2005

1.0 PURPOSE:

To establish standards for purchasing county Personal Computers and component parts, while reducing cost by streamlining the IT procurement process and establishing a standard IT environment.

2.0 APPLICABILITY:

Applicable to King County government.

This policy applies to all purchases of Personal Computers and related hardware, including, but not limited to desktop PCs (both standard business and high-end power class), Laptop PCs (both standard business and high-end power class) and component parts for PCs and Laptops.

3.0 REFERENCES:

3.1 Attachment A: Technical Specifications

4.0 DEFINITIONS:

4.1 **Organizations:** Every county office, every officer, every institution, whether educational, correctional or other, and every department, division, board and commission.

4.2 **Personal Computers:** A general-purpose single-user microcomputer designed to be operated by one person at a time.

4.3 **Laptops:** A portable Personal Computer small enough to use on one's lap.

4.4 **Component parts:** the major elements of a Personal Computer, e.g. hard drive, motherboard, power supply, display, etc.

4.5 **Cycle time**: the interval between the decision to purchase and the delivery time.

4.6 **ITS**: The Information and Telecommunications Services Division of the Department of Executive Services or its successor agency.

4.7 **TMB**: The county's Technology Management Board or its successor organization.

4.8 **Managed PC**: A full-featured PC that can communicate intelligently with network management applications, enabling them to be inexpensively administered from a central location. Systems administrators can power up, boot, configure, monitor, inventory, and maintain Managed PCs remotely from a single console in most cases

automatically after hours. A Managed PC environment is focused on improving support, fault, security, and inventory managed

5.0 STANDARDS:

5.1 **Procurement Practices**

5.1.1 **PC and Laptop purchases** - Organizations that purchase personal computers (PCs) or laptops shall use the adopted King County enterprise PC and laptop Procurement Contract for all IT purchasing needs to the extent practical.

5.1.2 **Computer support** - To the extent practicable, Organizations shall use the vendor/manufacturer qualified computer support technicians to perform warranty and non-warranty hardware repair of potentially some or all equipment purchased as a result of this contract and policy.

5.2 **Personal Computer & Laptop Standards**

5.2.1 Personal computer and laptop hardware shall meet the county's minimum personal computer and laptop standards specified below:

5.2.1.1 Contract with manufacturers rated highly by the IT industry, such as by Gartner and their Gartner Magic Quadrant

5.2.1.2 Desktop and laptop PCs should be Managed PCs, following current industry standards for PC management

5.2.1.3 Certified for current MS Windows Operating Systems

5.2.1.4 Intel Processor

5.2.1.5 Specifications (Attachment A) as developed and maintained by the Infrastructure Subcommittee of the Technology Management Board (TMB).

5.2.1.5.1 **Specifications review** - Personal computer and laptop hardware specifications will be reviewed and updated on a quarterly basis if needed. The specifications should be developed and updated to address the following objectives:

5.2.1.5.1.1 Accommodating foreseeable developments in operating systems and application software to ensure maximum life expectancy for the hardware investment.

5.2.1.5.1.2 Minimizing the support workload of county personnel by reallocating responsibilities to the vendor where appropriate (e.g. imaging, asset management, repair/maintenance).

5.2.1.5.1.3 Accomplishing energy savings across the county by applying standardized energy

efficiency profiles to all new equipment as it enters county's work environment.

5.2.1.5.1.4 Increasing security across the county by applying standardized security profiles and parameters to all new equipment as it enters the county's work environment.

5.3 **Compliance**

5.3.1 **Annual compliance review by Organizations** – At least annually, Organizations shall review their PC and Laptop procurement processes, procedures, and past year's orders and provide asset management information and exceptions from the standards to ITS for an enterprise inventory and review.

5.3.2 **Quarterly review by Organizations** – once a quarter, on a schedule to be determined by the Chair of the Infrastructure Subcommittee of the Technology Management Board, Organizations will provide feedback on PC and laptop purchases made that were exceptions to the established standards (either a different vendor or a different class of desktop or laptop device.) This information will be used to help drive incremental updates to PC/laptop specifications.

5.3.3 **Annual review by IT governance** – At least annually, the Infrastructure Subcommittee shall review the status of organization compliance with this policy and work with organizations on any required compliance follow-up and update the specifications of the contract to best meet the county's needs.

6.0 RESPONSIBILITIES:

6.1 The Infrastructure Subcommittee of the Technology Management Board (TMB) is responsible for:

6.1.1 Maintaining and updating Personal Computer and Laptop hardware specifications on a quarterly basis.

6.1.2 Providing the TMB with a recommendation for contract disposition in the out years (currently under a one-year contract award with up to four annual renewals). Absent a contrary recommendation from the TMB, the county's procurement manager will issue annual contract renewals.

6.2 Organizations are responsible for:

6.2.1 Purchasing all desktop and Laptop computers through this contract to the extent practical.

6.2.1.1 Other contracts such as Western States Contracting Alliance (WSCA) may be used to augment this contract when required to obtain goods not available under this contract.

6.2.2 Choosing how they source their maintenance including in-house staff, ITS, or using vendor/manufacturer qualified computer support technicians to perform hardware repair.

6.2.3 Using vendor's technicians in conjunction with King County agency staff to develop images for deployment on newly purchased equipment.

6.2.4 Providing asset management information to ITS for an enterprise inventory.

6.2.5 Assigning an individual at each agency to manage exceptions to procurements from the standards and report information to ITS.

6.3 ITS is responsible for:

6.3.1 Maintaining and updating the technical specifications (Attachment A) in conjunction with the Infrastructure Subcommittee of the TMB as noted in Section 5.2 of this policy.

6.4 The Procurement Services Section of the Department of Executive Services is responsible for:

6.4.1 Enforcing contract terms and conditions and providing management reports required to track contract utilization and performance.

6.4.2 Working with vendor to provide the vendor supplied on-line procurement tools to reduce our internal administrative costs and reduce cycle time.

6.4.3 Issuing annual contract renewals through the county's procurement manager as requested by IT governance.

6.5 Vendor: The vendor shall assist in the standardization of the county's desktops, asset management and streamlining PC procurement in accordance with this standard to the full extent possible by the terms and conditions of their contract.

7.0 STANDARD GUIDELINES:

None.